



# INTERAGENCY CONNECTION

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## ***PUBLIC SERVICE RECOGNITION WEEK***



Public Service Recognition Week, celebrated the first Monday through Sunday in May since 1985, is a time set aside each year to honor the men and women who serve America as federal, state and local government employees.

Throughout the nation and around the world, public employees use the week to educate citizens about the many ways in which government serves the people and how government services make life better for all of us.

Public employees in about 1,500 cities in the U.S. and abroad took part in the 2003 activities. Award programs, festivals, government “in-the-mall”, open houses, parades, community clean-up days, and fund-raising events to benefit charity are just some of the ways that public employees around the country reach out to their communities.

To support Public Service Recognition Week, the Federal Executive Board developed an “Employee of the Year” award program which has been ongoing for many years. The purpose is to recognize outstanding federal employees in Oklahoma for their efforts, leadership and/or initiative. This program encourages innovation and excellence in government, reinforces pride in federal service, and helps call public attention to the broad range of services provided by federal employees.

The Employee of the Year Awards Program is

recognized as one of the most important and coveted forms of non-monetary recognition available to federal employees in the Oklahoma



area. The program is also the most effective means of publicizing to the general

public, as well as to the Federal family, the high caliber of devoted employees in the Federal service.

Our speaker this year was Mary Hamilton, Ph.D., Executive Director of the American Society of Public Administration.

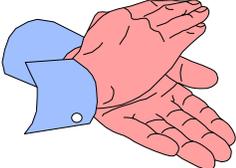
In addition to the traditional Federal Executive Board gift, presented by the Chair of the FEB, Oscar B. Jackson, Jr., Cabinet Secretary of Human Resources and Administration for the State of Oklahoma presented an Honorary Oklahoma Citizenship on behalf of Governor Brad Henry



**The Oklahoma Federal Executive Board wishes to honor the efforts of all public servants during Public Service Recognition Week, May 2-8, 2004!**

 <p>Tinker AFB Honor Guard</p>	 <p>Col. Dean Despinoy, Commander of the 507<sup>th</sup> ARW and 2004 FEB Chairman</p>	 <p>Mary Hamilton, Ph.D., Executive Director of American Society of Public Administration</p>
 <p>Steve Gentling, Director VA Medical Center Oklahoma City</p>	<p>If you missed the opportunity to attend this annual event, you missed the creative MC performances of FEB Executive Policy Council members Steve Gentling and Larry Flener.</p> 	 <p>Larry Flener, Manager Consumer Affairs US Postal Service</p>

*Special THANKS go to members of the selection committee. They serve as volunteers for this effort and donate their evenings and weekends to satisfy the many hours required to read through all the nominations; even more difficult, is the task of selecting one from each category to be “the winner”. We appreciate:*

	<p><i>Mona Taylor, Congressman Tom Cole’s Office Vivian Loving, Congressman Brad Carson’s Office Sheri Gamel, Congressman Frank Lucas’ Office Kristy Long, Congressman John Sullivan’s Office</i></p>
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*Highlighted in this special newsletter are individuals nominated by their employing agency to for recognition for their efforts above and beyond what they are “paid to do”. Nominees were received in the following categories:*

**Clerical and Administrative Assistant (DOD):**

<p>John K. Arline</p>		<p><b>Oklahoma City Air Logistics Center</b>                  Mr. John Arline is a highly respected logistics professional and leader. He is the Directorate’s number one go-to person for taskings that must be coordinated throughout the Product Support Directorate-a complex Directorate consisting of over 600 personnel spread throughout seven buildings. Superbly orchestrates a number of high-level Air Force forums throughout the year. John is continuously recognized by his peers and is a quiet, unsung hero providing much behind the scenes hard work. John is a proven leader off the job as well. He is a long-time active member in his church and, volunteers his time to such worthwhile activities as the Special Olympics and Oklahoma Literacy Council. Among his greatest accomplishments are most likely his 17 grandkids! John is a mentor and teacher to them all.</p>
<p>Hugh A. Kinsey</p>		<p><b>Military Entrance Processing Station</b>                  Mr. Kinsey is a focused, motivated, and highly talented professional. His demonstrated professional ability and can-do attitude have established excellent working relationships throughout the command and beyond. He is frequently called upon by the recruiting services and other departments to provide assistance, support, and guidance on work processes and procedures. His superior performance as the Lead Human Resources Assistant and total dedication to the mission led to his selection as the Oklahoma Cit MEPS Outstanding Civilian Employee of the Year and the USMEPCOM Western Sector Outstanding Civilian Employee of the Year for fiscal year 2003. Mr. Kinsey’s contributions to self-improvement, to the organization and to the community are examples for all to emulate. This dependable, personable, and hardworking problem solver is a vital asset to government service and sets the example for others to emulate.</p>
<p>Bikki E. Queen</p>		<p><b>Defense Logistics Agency</b>                  Bikki has established numerous supervisory aids for tracking production and efficiency of area employees. Many hours of dedication are provided to keep up with the monitoring of three work areas for production and efficiency, many with statistics dating back to 1999. Bikki’s assistance is imperative in providing necessary data to the Performance Work Statement group in months and years of data accumulation. Her willingness to volunteer for all worthwhile projects endorsed by the Depot has endeared her to co-workers and supervisors. She goes the extra mile to assist fellow employees in locating data, payroll records, statistical information and whatever else they may need.</p>
	<p><b>Winner: Ashanta Gamble of the 32<sup>nd</sup> Combat Communications Squadron</b>                  Senior Airman Ashanta Gamble distinguished herself through sustained excellence as the #1 Airmen in her AFSC at the 32<sup>nd</sup> Combat Communications Squadron, 3<sup>rd</sup> Combat Communications Group, Tinker AFB, OK. A star player in the group’s first deployment of Theater Deployable Communications suite of equipment, Airman Gamble deployed 144 days to Jordanian bare base to support 3,200 coalition combatants. Handpicked to augment U.S. Embassy Joint CENTCOM Contracting Office, Airman Gamble tracked over 4,000 equipment items and maintained the supply lines of over 40 units. During her off duty time, she volunteered to assist over 300 Army Special Operation troops with communications equipment allowing them to contact loved ones before their departure to a forward location. She also found time to assist the base post office with processing mail for four deployed sites. The distinctive accomplishments of Airman Gamble reflect upon herself and the United States Air Force.</p>	

## In the category of Clerical and Administrative Assistant:

<p>Nancy Corrales</p>		<p><b>VA Medical Center-Muskogee</b></p> <p>Nancy Corrales is the secretary to the Chief of Nutrition and Food Service at the Muskogee VA Medical Center. As such, she is responsible for coordinating and managing all written correspondence internally and externally. She also coordinates appointments, training, and seminars for all employees in the service. In addition, she maintains budget control data records, which include cost, inventory, fund availability, procurement sources, etc. Ms. Corrales consistently goes above and beyond her normal duties. To enhance her skills, she has personally educated herself about diet therapy in the treatment of disease to help her communicate better to clinical staff and better understand the nutritional needs of veterans. She has also learned how to use a database program that sets up cost reports and monitors the use of nutritional supplements. She is truly an asset to the service, the Medical Center, and the VA.</p>
<p>Marilyn Johnson</p>		<p><b>VA Medical Center-OKC</b></p> <p>Ms. Johnson identifies various problems that occur concerning the Office of the Chief and resolves them independently referring only those that are complex, unique or without precedent. She institutes methods of streamlining in the workflow to ensure a timely and effective Police program. Marilyn ensures that the clerical and administrative work of the service conforms to the appropriate policies and procedures. She also maintains a smooth ran police operation in the protection and safety of all medical center patients, employees, visitors, their property as well as the property of the Medical Center. Without her professionalism, the administrative office would not succeed in maintaining our mission and goals.</p>
<p>Diana R. Lozada</p>		<p><b>Civil Aerospace Medical Institute</b></p> <p>Diana Lozada is proudly recommended for the FEB Employee of the Year for the period of January 1- December 31, 2003. Ms. Lozada clearly demonstrates a profound dedication to duty, willingness to accept additional tasks, and pride in the quality of her work. She goes out of the way to be courteous to fellow employees and external customers. Despite her busy daily routine, she has readily accepted additional voluntary government supported tasks such as the Savings Bond and Combined Federal Campaign drives. It is for these reasons that she is being recommended for this prestigious award.</p>
<p>Janalee Pacheco</p>		<p><b>NEXRAD Radar Operations Center-Norman</b></p> <p>Janalee Pacheco serves as Secretary for the Operations Branch of the NEXRAD Radar Operations Center (ROC) in Norman, OK. In her administrative role, Ms Pacheco organizes meeting times and makes travel arrangements for supervisors and staff, including the preparation of related travel vouchers and reports. Ms. Pacheco is a miracle worker when it comes to her ability to handle to myriad of travel requirements for her branch. Her outstanding efforts are most notable in the realm of foreign travel, a responsibility she holds for the entire ROC. Ms. Pacheco has done a superior job dealing with the most challenging obstacles-from restrictions on travel to Asia during the Severe Acute Respiratory Syndrome (SARS) outbreak to limited flight operations in the aftermath of a super typhoon-she has prevailed. Through it all, she has remained the shining light of optimism and efficiency within the organization.</p>
	<p><b><i>And the winner is: Linda Long of the USDA Risk Management Agency</i></b></p> <p>In the past year, Ms. Long has taken on additional administrative responsibilities including immeasurable clerical assistance for the Regional Office and staff. As needed, she manages front office duties to ensure continuity of service to employees as well as the general public. Her positive, upbeat spirit reflects in her effective handling of incoming telephone calls or guests to the Regional Office. She provides clerical assistance to staff members and willingly assists in completing time-sensitive projects such as the development and preparation of training manuals, special mailings and invitations to our Agribusiness partners, grower groups, Native American tribal contacts and other interested parties. Ms. Long participates in the annual Combined Federal Campaign, USDA Food Drive benefiting the OKC Regional Food Bank, the annual Salvation Army's Christmas Angel special holiday campaign, and the Special Olympics in both Oklahoma and Nebraska. Ms. Long strives to serve others regardless of workload demands, while maintaining a positive attitude and spirit in meeting the demands of an ever-changing work environment.</p>	

In the category of Outstanding Community Service:

<p>Tom Burton</p>		<p><b>Aviation System Standards</b>          Tom Burton is a huge asset to the annual United Way Combined Federal Campaign. He has pledged his support, his time and his expertise year after year. His proficiency is called on annually for the MMAC's Carnival of Caring. This one-day Carnival always presents a myriad of logistics to empty out a 50,000 square foot operational FAA hangar and transforms it into a carnival atmosphere for employee fundraisers. Tom is an active volunteer for a variety of events including OETA Telethon, Oklahoma State Fair, Oklahoma City Art's Festival, Opening Night, Aerospace America, Salvation Army, and OKC Memorial Marathon. He devotes equal energies to the Mustang school system as a parental volunteer each year and is committed to making the community we live in a better place! For all these reasons and more-Tom Burton is nominated for the Oklahoma Employee of the Year for Outstanding Community Service award.</p>
<p>James C. Davis</p>		<p><b>Defense Information Systems Agency</b>          As Chief of the Integrated Services Division for the Defense Information Systems Agency (DISA) Oklahoma City, James Davis provides senior management to a staff of 28 highly skilled Information Technology specialists. In addition to his outstanding civil service career, he is actively engaged in leadership roles at three institutions of higher learning. A charter member and the 2003-2004 Chairman of the Board for Visitors University of Oklahoma College of Geosciences, he led multiple endowment and college fundraising efforts, including securing \$33M in grants for construction of the International Weather Center. He is a member of OU President's Associates and the OU Department of Geography Board of Visitors. At Rose State College, Mr. Davis provided expert technical and management counsel to transform the Computer Advisory Board at Mid-America Bible College where he led a comprehensive assessment of the IT degree programs and curricula.</p>
<p>Kimberly K. Dermody</p>		<p><b>Mike Monroney Aeronautical Center</b>          Kim's outstanding support in her capacity as both Chair and Co-Chair of the Combined Federal Campaign on a voluntary basis has helped the federal community raise thousands of dollars for charities. Kim was the creative force behind the "CFC Derby Race" which resulted in winning "The National CFC Innovator's Award". Kim created a committee to develop and coordinate the first ever CFC GEICO Race for Freedom Fun Run, which netted over \$5,000.00 raised in support of CFC. Kim also is a leader and role model in the community as an Associate Board member for the Arthritis Foundation, Help One Student to Succeed (HOST) and a Chairperson for the American Cancer Society's Oklahoma City Relay for life.</p>
<p>Vicki L. Harris</p>		<p><b>Oklahoma City Air Logistics Center</b>          Ms. Vicki Harris began her career as a GS-02, Data Transcriber. Because of her ability to learn and grasp assignments quickly, she has advanced to her present position of WS-8255-13, Unit Chief. A respected team leader in her organization, Ms. Harris has a can-do attitude and is always willing to go above and beyond the call of duty. A role model to many, Ms. Harris has been performing acts of community service for over eight years and has contributed 1000-plus hours of dedicated service to Children's Hospital. Ms. Harris' selfless actions are an example to her subordinates and a credit to her family, her community and to the United States Air Force.</p>
<p>Georgina Hernandez</p>		<p><b>Social Security Administration</b>          A Technical Expert with Social Security Administration in Oklahoma City, Ms. Hernandez performs in an outstanding manner in all aspects of her job. She also uses her fluency in Spanish language to provide service to customers and to participate in outreach programs to make Spanish-speaking customers aware of Social Security programs. In addition to being an outstanding public servant, Ms. Hernandez has enhanced the image of federal employees through her tireless service to the Hispanic community for many years. Her contribution to the Hispanic community is invaluable. She has assisted the Hispanic community overcome many challenges that may seem insurmountable.</p>

“Kathy” Skaggs



**VA Medical Center-Muskogee**

Kathy Skaggs, a dietician at the Muskogee VA Medical Center, is responsible for educating patients in diet therapy for numerous disease states. She advises physicians, nurses and allied health staff on the best methods for providing medical nutrition therapy. She visits homebound veterans and their caregivers and apprises them regarding community resources for procuring the best types of foods. As a certified diabetes educator, she instructs group classes for diabetic veterans and their caregivers. She also presents special nutrition programs to school-age children and adolescents in the local area. Ms. Skaggs’ program has even been featured in the Muskogee Daily Phoenix newspaper. She also speaks at diabetes groups, helping them understand the concepts of medical nutrition therapy. Ms. Skaggs is always willing to help wherever she can, in and outside of the job because of her dedication to healthy lifestyles and commitment to veterans and the community she serves.



***And the winner is: Michael Lee of the Farm Service Agency in Pauls Valley***

Mike Lee is a dedicated professional, both as an employee of the United States Department of Agriculture (26 years service) and as a volunteer fireman. Mr. Lee has been a volunteer fireman in Pauls Valley, Oklahoma for 13 years, responding to fires, medical emergencies, hazardous waste spills, automobile accidents, and boating/fishing/drowning accidents. Six years ago, in an effort to reduce “match related fires”, Mike became the driving force behind the development of a “Kids Safe Program”, implemented in every elementary school in the county. During his 13 years as a volunteer fireman, Mike has answered more than 1500 calls, certified as a fireman, first responder, hazardous materials specialist, and rescue diver. Being an emergency responder by the very nature of the work often has a negative outcome. It takes a unique kind of person to deal with the stress of this job, but yet continue for 13 years to always answer the call. Each of us is better off because of the efforts of people like Mike Lee.

**In the category of Outstanding Customer Service:**

Beverly A. Baker



**Aviation System Standards**

Beverly Baker has operated as AVN’s the “go to employee” for many years. Her extensive understanding of the facilities program covers such items as space, furniture, keys, mod eradication, phones, mail distribution codes, and purchase orders. Her talents extend to the realm of Mother Nature including skunks in the ventilation ducts and birds in the aircraft hangars. Beverly is as comfortable combing through blueprints as she is working with an employee on a broken chair. Her most recent efforts in setting up new offices in one of AVN’s aircraft hangars utilized her vast number of contacts and expertise in getting the job done in record time. Beverly is always quick with a smile “It’s about making people happy” she has been heard to say.

Terrell Ballard



**NEXRAD Radar Operations Center-Norman**

Mr. Terrell Ballard is recognized for outstanding customer service as the Team Leader for the Electronics Maintenance Team in the Operations Branch of the National Weather Service NEXRAD Radar Operations Center (ROC). Mr. Ballard’s customer base is broad and complex. He provides direct customer support to civilian and military operations and maintenance personnel at 159 National Weather Service, Department of Defense, and Federal Aviation Administration locations world wide, as well as foreign nations who own NEXRAD weather radars. Mr. Ballard traveled to several locations throughout the world to provide on-site customer support-working with and providing training to local radar technicians and leading ROC repair teams in completing complex depot maintenance tasks. This ensured the highest quality work in a time frame that met the needs of the customer. Additionally, he instituted an innovative “tag team” approach to assisting customers over the telephone resulting in faster repair and service restoration.

<p>Melinda Dixon</p>		<p><b>VA Medical Center-Muskogee</b>          Melinda Dixon is a dietician in Nutrition and Food Service at the Muskogee VA Muskogee VA Medical Center. She is responsible for educating patients in diet therapy for numerous disease states. She also advises primary care providers and staff on the best methods for providing medical nutrition therapy. Ms. Dixon organized a weight management class for veterans and their spouses on diet therapy, and frequently stays late to see “drop-in” patients and/or takes care of patients’ needs in the Primary Care clinics. She volunteers as a diabetes and nutrition educator for an indigent care medical clinic and regularly presents nutrition education programs to middle school, kindergarten, and preschool students. Her commitment and dedication to helping veterans and others live healthier lifestyles is evident in and outside of her job. She is a true asset to VA and the Medical Center.</p>
<p>Jim Elliott</p>		<p><b>VA Regional Office-Muskogee</b>          Jim Elliott serves as the Lead Military Services Coordinator for the Muskogee Veterans Service Center, VA Regional Office. In addition to leading the Benefits Before Discharge (BDD) program, Jim is very involved in both the local and base community. Jim consistently goes above and beyond his job duties. Over the past few months, he has volunteered his personal time to attend the funerals of Fort Sill soldiers killed in Iraq and Afghanistan and to counsel family members who could not be contacted during normal duty hours. This is indicative of the compassion that Jim has for the members of the military community that he serves. Jim is married with two children. His wife, Nancy, is the Assistant Public Affairs Officer at Fort Sill. His son, James Elliott III, is a recent West Point graduate stationed at Ft. Hood. Jim’s recently deceased father, James Elliott, was a retired Army Lieutenant Colonel who worked himself up through the enlisted ranks and served in WWII, Korea and Vietnam.</p>
<p>Michelle R. Hines</p>		<p><b>Mike Monroney Aeronautical Center</b>          Ms. Hines’ expertise, knowledge, and experience in inventory management have provided her with the skills to go above and beyond her position responsibilities. She has taken on the writing of new work instructions for ISO, she serves as acting Branch manager, she has received numerous Letters of Appreciation, You Make a Difference nominations, and various other awards. She participated in the design and development of the Logistics Center’s Fee-for-Service Business Rules, she has identified criteria to management that allows correct performance data to be reviewed, and she has taken responsibility for ensuring that procurement requests were processed accurately for the Office of Acquisition Services. Customers and co-workers consult with her on issues and solicit her input as well. She is often asked for by name from internal and external customers on issues outside of her assigned division and/or equipment. She has earned a reputation for providing outstanding customer service and expert level guidance on the inventory management function. Her input is highly valued throughout the agency.</p>
<p>Lori A. Kiddie</p>		<p><b>Defense Information Systems Agency</b>          As Operational Support Team (OST) Lead for the Air Force Server OST, Ms. Kiddie was a leader in the stand-up of the OST concept under the Defense Information Systems Agency (DISA) Transformation initiative. This new concept of operations brings together all resources required to provide resolution to customers’ computing issues regardless of the nature of the issue. Ms. Kiddie acts as the main liaison between the Air Force Server OST and Air Force Materiel Command, Air Mobility Command, and Defense Finance and Accounting Systems customers in locations as varied as Tinker Air Force Base, Montgomery, Ogden, Warner Robins, Denver, and for other sites and users that are located in various world wide locations. She coordinates issues for the Customer Service Management effort, which is an initiative to provide consistent, reliable, and predictable customer interface in delivering service across all DISA-provided products and services.</p>

<p>Nancy D. Limon</p>		<p><b>Oklahoma City Air Logistics Center</b></p> <p>Ms. Nancy D. Limon provides timely logistical support to maintenance personnel by ensuring parts and repair procedures are available to shop personnel. She has developed a level of trust with shop personnel in identifying and resolving root cause issues impacting repair capability. She tirelessly scoured outside sources and resolved numerous piece part constraints, identified additional manpower and training needs, and identified and resolved support equipment issued in multiple repair shops. Her creativity and vision in providing the maintenance personnel with the tools to do their jobs permits the Air Force logisticians the ability to provide concise answers to customer concerns. Her expertise was instrumental in the design of readiness enhancing initiatives and she has the results that track their effectiveness.</p>
<p>Shannon Richey</p>		<p><b>Social Security Administration</b></p> <p>As a Claims Representative with Social Security Administration (SSA) in Oklahoma City, Mr. Shannon Richey is a true professional who is committed to superior customer service. Mr. Richey demonstrates excellent workload management skills assuring that his customers consistently receive timely and accurate payments. He is a team player who can be depended on to contribute to the goals of his unit in any way he can, taking on additional work and training other employees. In addition to exceeding these basic work expectations, Mr. Richey sees the big picture and understands how to use the services of private and public (State and Federal) agencies to provide the best service possible to his customers and has fostered excellent working relationships with other agencies, benefiting the entire office. He has been a valuable contributor to the SSA public information program, not only with groups of individuals but with non-profit groups, state agencies and other organizations. He also volunteers regularly to contribute his time and energy to the Oklahoma City community.</p>
<p>Steven W. Terrana</p>		<p><b>VA Medical Center</b></p> <p>Mr. Terrana is a Computer Specialist at the Department of Veterans Affairs Medical Center in Oklahoma City. In this capacity he is responsible for the implementation, maintenance and support of a number of Information Technology (IT) initiatives and projects. He is self-motivated and provides outstanding customer service. One of the most far-reaching projects that he leads is the technical implementation of the Bar Code Medication Administration (BCMA) automated package. BCMA is an automated solution to reduce medication errors and enhance patient safety. It is a point-of-care solution for validating the administration of medications. There are software, hardware, wireless networking, training, and supply components associated with BCMA. He is to be commended for being an agent of change in concert with Nursing Service and all of their staff. He continually focuses on the customers who are using BCMA and is sensitive to their needs and concerns. This project as well as most other IT projects cannot be successful unless customer service and functionality are the highest priority. In addition to the oversight of BCMA, Mr. Terrana provides invaluable contributions to customers throughout the Medical Center. He is also a member of the Leadership Development Institute (LDI) and is learning and sharing through this program. He is professional, courteous, and dedicated to his customers.</p>
<p>Candice L. Townes</p>		<p><b>32nd Combat Communications Squadron</b></p> <p>Senior Airman Candice Townes distinguishes herself through sustained excellence as the #1 of 66 Airmen in her AFSC at the 32<sup>nd</sup> Combat Communications Group, Tinker AFB, OK. She deployed to two bare base locations in 2003 for a total of 204 days. During her Jordanian deployment, she installed and sustained the Network Operations and Security Center package and established a new system to ensure the backup of customer data. In Iraq, she led a 3-person team during the install of 26 computers at the Wing Operations Center, providing secure data services to Wing Staff, OSI and Intel troops. During off duty time, she spent 63 hours setting up a Cyber Café, providing network security training and assisting with technical problems, which boosted the morale of over 1,000 deployed troops. The distinctive accomplishments of Airman Townes reflect credit upon herself and the United States Air Force.</p>



***And the winner is: Joyce A. Belville of the Department of Army-Fort Sill***

Mrs. Joyce Belville has served as a Legal Technician and Chief, Fort Sill Income Tax Assistance Center. She has served as an instructor during IRS training of military and civilian VITA representatives during IRS' pilot train-the-trainer program. She has developed practical exercises, which IRS has incorporated into training and are now used by many other military installations. She is routinely consulted by attorneys and tax center chiefs from other military installations, CONUS and overseas, to assist with set-up and software problems. As an exemplary immigration and naturalization counselor, she skillfully advised Soldiers and family members seeking U.S. Citizenship or adjustments of visa status. Selected by the SJA as the critical Victim-Witness Liaison, her sensitive and professional support to and education of victims minimized trauma and facilitated convictions in sexual abuse, assault and rape cases. Ms. Belville has received the coveted Honorable Order of St. Barbara Award, presented by the Field Artillery and Fort Sill, Comanche County's Outstanding Woman of the Year, and received recognition for her community contributions from the Mayor of Lawton.

**In the category of Outstanding Diversity Contribution:**

Christopher L. Dozier



**Defense Information Systems Agency**

Chris Dozier is Chief of the Configuration and Facilities Support Branch at Defense Information Systems Agency (DISA) Oklahoma City. He supervises a staff of employees whose responsibilities include all configuration management, facilities support, and maintenance of DISA Oklahoma City's 98,000 square feet processing center. An outspoken and tireless proponent for creating a diverse work environment, Chris encourages DISA to draw on the knowledge and experience of professionals of all races, ethnic groups, religions, and all ages in order to continue providing excellent customer support and remain competitive as the information technology service provider for more than 30 Department of Defense agencies. Chris chairs the Parental Advisory Board of the Upward Bound Program at Langston University. He is active as a Prince Hall, Free and Accepted Mason, Oklahoma Grand Lodge and was a recent inductee into Ancient Egyptian Arabic Order Noble Mystic Shrine, Legion of Honor.

Terry Townsell



**VA Medical Center-Muskogee**

Terry Townsell, a supervisor in Nutrition and Food Service (NFS) at the Muskogee VA Medical Center, manages all aspects of food to inpatients. During his tenure, he has created a talented and diverse staff. He motivates employees to operate as an efficient work unit and provides effective communication. He works to achieve personnel program policies and goals, and encourages participation of subordinates in management programs. Mr. Townsell serves as the Special Emphasis Chairperson for the Black Employment Committee and is a member of the EEO Advisory Committee. His management style promotes an accomplished, diverse workforce in Nutrition and Food Service. As a supervisor, he is a paradigm for others to follow.



***And the winner is: Jean M. Jodlowski of the 72<sup>nd</sup> Mission Support Group***

Jean Jodlowski is a hiring specialist for the Tinker Air Force Base Civilian Employment Office. Her duties include managing the Special Excepted Appointment Program for Tinker Air Force Base. The Special Accepted Appointment Program provides an alternate source of qualified applicants who also have life altering disabilities. Due to Ms. Jodlowski's efforts overall representation of people with disabilities increased over 200% last year. She has worked with our hearing-impaired employees to insure that the current structure of providing interpreting services is meeting the needs of employees. Ms. Jodlowski has fostered a positive relationship between our disabled workforce, Tinker's management and applicants. She has been recognized for her outstanding achievements by receiving the 2003 Oklahoma Governor's Disability Employment Award of Excellence and the Public Personnel Employee Award from the Oklahoma City Mayor's Committee for Disability Concerns.

## In the category of Outstanding Employee with a Disability:

<p>Janet Mondaine</p>		<p><b>VA Medical Center-Muskogee</b></p> <p>Janet Mondaine is a dietetic technician in Nutrition and Food Service at the Muskogee VA Medical Center. She performs nutritional screens for all veterans admitted to the medical center, including clinical assessments on inpatients at low nutritional risk and educating Primary Care patients on basic modified diets. Ms. Mondaine's administrative duties involve running reports for performance improvement, compiling and interpreting data for cost studies, and training dietetic technician interns in clinical nutrition and food service administration. Although she must perform 90% of her job duties while she is confined to a motorized scooter, she performs all her duties superbly and in a timely manner. She often volunteers to work on weekends and holidays to ensure that patient care is being accomplished properly. Her abilities and skills are tantamount to her commitment to VA and the veterans it serves.</p>
<p>"Chuck" Walter Preston</p>		<p><b>VA Medical Center</b></p> <p>In summary, Charles (Chuck) Preston, MSW GS-11 has worked at VA for 11 years. Chuck suffered a devastating diving accident at age 15 that left him a Quadriplegic confined to a wheelchair for the rest of his life and with little upper body control or strength. Regardless of the handicap or may be because of it he went on to complete a Master's Degree in Social Work and earn his license. Chuck has continuously worked since completing college. Chuck has a happy and full domestic life with his wonderful wife Merry. They enjoy family, church and friends and their pet dogs on their 10-acre "spread" near Lake Thunderbird. Chuck's rich and full life has been an inspiration to the many practicum students he has supervised. Last but not least he has been a true friend and inspiration to the associated lucky enough to work with him.</p>
	<p><b>And the winner is: Angela R. Nix of the Oklahoma City Air Logistics Center</b></p> <p>Ms. Nix was born a "warrior". Three months premature and weighing only 2.5 pounds at birth, she doggedly clung to life and survived, only to be early-on diagnosed with cerebral palsy. This condition initially prevented any mobility, but after over 20 surgeries and 20 years of intensive physical therapy, Ms. Nix walks with the assistance of crutches and drives her own car. Ever determined to succeed in life, she graduated from East Central University with an accounting degree and was hired as a B-2 Budget Analyst trainee in June 1996. She has progressed rapidly in her career and is now a GS-12 Lead Analyst. She manages a critical \$165M B-2 programmed depot maintenance budget and \$123M B-2 3010 appropriations for test program sets, ensuring funds are available when needed and the legality and propriety of funding actions. Despite a huge workload with hundreds of funding actions per year, she performs her job flawlessly, with no special job accommodations other than a wheel chair. She is truly an inspiration to all who know her.</p>	

## In the category of Outstanding Law Enforcement:

	<p><b>And the winner is: Richard Macon of the VA Medical Center</b></p> <p>Richard Macon's distinguished service to the US Department of Veterans Affairs and keen ability to impart the true meaning of Law Enforcement dedication has resulted in a career long track record of exemplary accomplishments. He serves as a Police/Detective for the VA Police in Oklahoma City, OK. He is the training officer for the VA Police and also serves as the Lead tactical/weapons instructor. His duty and commitment in this area of training has resulted in a well-trained Police force with confidence. He trains staff on his own time and shows his loyalty by making himself available anytime an officer needs him. Det. Macon also conducts criminal investigations that have resulted in the arrest and convictions of several individuals who have committed crimes ranging from fraud, theft and narcotics possession. Det. Macon serves on the medical center's Homeless Veterans committee who goes out to the community to seek homeless veterans and assist them in seeking care and finding structure that could provide them with a chance to get back in society and become productive. Det. Macon serves on the medical center Prevention Management of Violent behavior team, who trains all staff on how to detect and manage violent behavior. Det. Macon is a role model for others. His dedication and passion for Law Enforcement shines through all.</p>	
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**In the category of Supervisory-DOD:**

<p>Shelley K. Alford</p>		<p><b>Defense Logistics Agency</b></p> <p>Shelley's leadership and dedication to doing a good job is unsurpassed in this directorate. Under her direction more than 30,000 shipping documents are processed with 1,800 of those being manually processed as walk-thru's for customer expedite service. She is known for her timely, precise and expert handling of all hi-priorities and hard to get to destinations. Shelley has been working the transportation area for many years and knows the ins and outs of it as well as any employee on base. Shelley supports Navy E-6 wing, AWACS wing, B-2, B-1, B-52, KC-135 aircraft, as well as missiles and the Presidential Aircraft Fleet. Close to \$11M of government shipping funds and freight were saved or recovered due to a number of plans and programs Shelley started and enforced during the year. Remote sites and worldwide customers' business experiences are made easier each day under her leadership. The mission she supports is vast and can be overwhelming at times, but Shelley takes each task as it comes and triumphs for the customer and the depot.</p>
<p>M. Cristina Bourbois</p>		<p><b>97<sup>th</sup> Air Mobility Wing-Altus AFB</b></p> <p>Ms. Cris Bourbois is the Chief, Claims Division, Office of the Staff Judge Advocate, 97<sup>th</sup> Air Mobility Wing, Altus AFB, OK. She is indispensable to the adjudication and payment of a variety of claims, ranging from military moving claims to hospital recovery claims. Her dedication to timely, expert claims processing has benefited military personnel and civilian employees alike, and her expertise is renown throughout the United States Air Force Judge Advocate General's Corps. In 2003 she met or exceeded all eleven HQ USAF claims measurements, and recovered 98 cents of every claims dollar spent through her vigorous carrier recovery program. She is without a doubt an outstanding example of an extraordinary public servant, and an invaluable contributor to the success of the 97<sup>th</sup> Air Mobility Wing.</p>
<p>Diane L. McCurdy</p>		<p><b>71<sup>st</sup> Logistics Readiness Squadron-Vance AFB</b></p> <p>Diane McCurdy is the Resource Management flight chief of the 71<sup>st</sup> Logistics Readiness Squadron at Vance Air Force Base. She leads an office with only four doing the work that requires six at all other Air Education and Training Command (AETC) Using her outstanding management abilities, she provided stellar performance when asked to fill in as Services Director. As Services Director, She helped to make the Vance Fitness Center one of the only three in AETC rated as a 4-star program, and to make Vance's Cherokee Lodge the only facility in AETC that provides 24/7 replacement services to over 210 unaccompanied officer quarters and 104 enlisted dorm rooms. Diane volunteered to overuse the faltering Information, Tickets, and Travel office, and turned an annual loss of over 3 thousand dollars into a gain of 2 thousand dollars. With her excellent leadership and management skills, she has set her self apart as a true professional.</p>
<p>Maj. Michael W. Miller</p>		<p><b>NEXRAD Radar Operations Center-Norman</b></p> <p>Maj. Michael Miller is the Operations Branch Chief in the tri-agency (Department of Commerce, Defense, and Transportation) Next Generation Weather Radar (NEXRAD) Radar Operations Center. The Operations Branch is the ROC's largest branch and the linchpin of the ROC's role of providing real-time and depot-level support to over 300 NEXRAD operational sites worldwide. Maj. Miller has demonstrated superior leadership skills in successfully handling very challenging personnel issues; brought new ideas to the branch from private industry to make our software testing more efficient and increase the use rate of our unique radar test facilities. His actions have kept branch morale high in a period of staff reductions. Thorough testing saved over \$500K and led to ahead-of-schedule software releases to the network of operational weather radars.</p>

<p>MSgt Jeffery A. Mitchell</p>		<p><b>32<sup>nd</sup> Combat Communications Squadron</b>                  MSgt Jeffrey Mitchell distinguished himself through sustained excellence as the #1 of 19 Senior Noncommissioned Officers at the 32<sup>nd</sup> Combat Communications Squadron, 3<sup>rd</sup> Combat Communications Group, Tinker AFB, OK. In 2003, he has deployed 104 days as assistant chief controller at Baghdad International Airport during Operation Iraqi Freedom. There he was handpicked to develop control tower procedures with his Australian Air Force counterparts. During the extended absence of his Flight Commander, he led the flight ahead of more senior members and ensured the continuation of training and maintenance for 30 airmen and \$20 million of equipment. MSgt Mitchell volunteered as an officer advisor to the squadron booster club and is active in the Tinker Top III association. He also provided leadership as a member of the Air Force Association and Air Force Sergeant's Association. The distinctive accomplishments of MSgt reflect credit upon himself and the United States Air Force.</p>
<p>Vera L. Myers</p>		<p><b>Oklahoma City Air Logistics Center</b>                  Through dynamic and innovative leadership, Vera L. Myers improved parts supportability by 68% for aircraft undergoing Programmed Depot Maintenance at the Oklahoma City Air Logistics Center. She tackled tough issues to improve support from suppliers by an astonishing 72%. Improvements in parts availability contributed to the Aircraft Division's ability to deliver 48% of Programmed Depot Maintenance Aircraft back to the warfighter ahead of schedule and under budget. Ms. Myers' exceptional management skills enabled her to manage a branch of 192 employees in an outstanding manner. Her dedication and commitment to the Air Force is apparent to all through her outstanding contributions to mission support.</p>
<p>Capt. Stewart Pulley</p>		<p><b>Military Entrance Processing Station</b>                  An astute leader, Captain Pulley has earned a reputation for making things happen and easily ranks among the top Operations Officers throughout the United States Military Entrance Processing Command. He is highly intelligent, versatile, unselfish, motivated, and committed to exemplifying the highest standards of professionalism. His sustained superior performance as the Operations Officer at the Oklahoma City Military Entrance Processing Station during the past year and total dedication to the mission led his selection as Western Sector Military Member of the Year; Company Grade Officer. Captain Pulley's contributions to self-improvement, to the organization, and to the community are examples for all to emulate. His leadership, professionalism, and caring attitude are above reproach and distinguished him above all others.</p>
<p>Teresa A. Smith</p>		<p><b>Staff Judge Advocate's Office-Fort Sill</b>                  Mrs. Teresa Smith has served since 1989 as the Deputy Chief of the Administrative Law Branch, Office of the Staff Judge Advocate. In 1997-1998, she attended the Judge Advocate Graduate Course in Charlottesville, Virginia and graduated as one of the course's top students. She received a Masters of Law degree in Military Law with an Administrative Law Specialty. She is a recognized expert in the Army, DoD, and the federal government in the area of Standards of Conduct. From 2000-2002, she served on the board of the Lawton Teen Court. In 2000, she was selected to Leadership Lawton, a prestigious group of the city's most deserving citizens. In 2000, she received the Honorable Order of St. Barbara Award, a coveted honor awarded by the U.S. Field Artillery Association to only a select few who have demonstrated a significant level of support to the Field Artillery and Fort Sill.</p>
<p>Rudy M. Vines</p>		<p><b>Defense Information Systems Agency</b>                  Mr. Vines is actively involved in the myriad activities of key DoD computing centers that support war fighters across the globe. DISA OKC provides computing for all Air Force base level activities in maintenance and supply, information technology support for Air Force Air Mobility Command's global airlift and fueling activities, and Air Force propulsion community's Comprehensive Engine Management System which provides information technology support for all Air Force engines. He has operating authority for DISA computing centers at OKC, Warner Robins, and San Antonio with a combined annual revenue of \$153.8 million and total organic and contractor staff of 550. He has created a "team first" attitude at DISA OKC resulting in agency level awards and recognition in civilian leadership, acquisition, property management, financial support, safety, technical support and operations.</p>



**And the winner is: Capt. Jason Hoskins of the 33<sup>rd</sup> Combat Communications Squadron**

During 2003, Capt. Jason Hoskins deployed to Baghdad International Airport just 5 days after the US Army seized control. Responsible for establishing US control of the airspace, Capt. Hoskins surveyed the area under austere conditions for siting of mobile air traffic control radar and navigational aids. He then stood up a \$10M radar facility in an incredible 3 days, providing “all-weather” take-off/landing capability to coalition aircraft. He was also responsible for establishing perimeter security sweeps that resulted in the capture of an Iraqi Republican Guardsman. Charged with commanding the Operations Support Squadron in combat zone (a job normally held by a Lieutenant Colonel), he not only ran the largest/most complex air traffic operation in Iraq, ensuring flight safety and zero mishaps, but he also led his squadron to garner the deployed group commander’s Large Team Award twice.

**In the category of Supervisory:**

<p>David J. Buckley</p>		<p><b>VA Medical Center</b> Mr. Buckley is superior in his management of the information technology (IT) staff at the Department of Veterans Affairs Medical Center in Oklahoma City. His participatory leadership style, top-notch technical skills, and systems development expertise have contributed to the excellent service provided by the IT professionals at our hospital. He excels in planning, inter-personal relations with interdisciplinary teams and keeps focused during times of “crisis management”. He is thorough in his analysis of proposed procurements and extremely fiscally responsible.</p>
<p>Michael E. Chambers</p>		<p><b>Social Security Administration-Moore</b> Mike has been a leader in providing excellent service to the public for many years. He has been a respected supervisor in all of the offices he served. The Social Security Administration has used his skills and experience to help several offices and to provide expert input on many issues. During his 30 years he has trained many new employees, not only to be experts in technical areas, but to provide equitable, caring, and professional service to our customers. He has set an example for all employees with his dedication, dependability, and accomplishments. Although he works without regard or need for getting credit, it is right that he is recognized as an exemplary Federal supervisor.</p>
<p>Diane D. LaFleur</p>		<p><b>FAA Academy</b> Diane LaFleur is the Manager of the FAA Academy’s Financial Management Branch. In this capacity, she uses her extensive knowledge and background in the financial arena to ensure the utmost level of financial management of Academy resources. Diane manages the branch in such a way as to promote an effective, efficient, positive, and collaborative atmosphere. Diane makes a practice of being involved in the activities supported by the branch resulting in her being readily available and capable of successfully addressing issues as they arise. The FAA Academy’s success in the financial management field is attributable to Diane’s expertise and dedication as a federal employee.</p>
<p>Cynthia Pettyjohn</p>		<p><b>VA Medical Center-Muskogee</b> Cynthia Pettyjohn, a clinical dietitian in Nutrition and Food Service at the Muskogee VA Medical Center, served as Acting Chief of Nutrition and Food Service for six months during the previous fiscal year taking on all managerial functions of the service in addition to her patient-care responsibilities. She supervised approximately 22 employees, including food service production; clerical and clinical support staff, as well as registered dietitians. During that time, she made improvements in the system for dietitians to provide patient care during the weekends. Originally, the medical center used overtime and unscheduled hours for paying dietitians called in during weekends, which resulted in as much as \$840 per weekend in salary costs. Ms. Pettyjohn modified the “on call” system by assigning only one dietitian per weekend, significantly reducing salary costs for the medical center.</p>



**And the winner is: John Reed of the NEXRAD Radar Operations Center in Norman**

John R. Reed is recognized for excellence as the Engineering Branch Chief of the National Weather Service Radar Operations Center. Mr. Reed recently completed the management of a major, five-year upgrade of the Nation's weather radar network. This upgrade significantly improves the ability of weather forecasters to quickly and accurately predict severe weather, such as tornadoes and thunder storms, as well as improving the ability of civilian and military air traffic controllers to safely route aircraft around severe weather. The resultant deployment, managed by Mr. Reed, upgraded 170 weather radar systems worldwide. In the absence of a permanent director, Mr. Reed performed several difficult, high impact management tasks such as responding to A-76 contract-out proposals, defending the Nation's weather radar budget, and responding to high-level investigations. Mr. Reed continued to perform stellar work managing normal engineering projects, in addition to implementing long-term special projects.

**In the category of Technical, Professional, and Administrative, GS-8 and below-DOD:**

<p>SSG Aaron M. Duran</p>		<p><b>Military Entrance Processing Station</b> SSG Duran is a superb Noncommissioned Officer who is totally dedicated to the success of the Oklahoma City Military Entrance Processing Station. As a result of his positive attitude, superb leadership, and commitment to excellence, he is routinely assigned to challenging assignments and positions of increased responsibility. As the subject matter expert in the Testing Section, he can always be relied on to produce outstanding results in all areas of his responsibility. His willingness to assist fellow MEPS team members, recruiters, and applicants has raised the bar in MEPS customer service. SSG Duran was selected as the Oklahoma City MEPS Military Member of the Year, fiscal year 2003 and the Cluster 6 Western Sector Military Member of the Year, fiscal year 2003. SSG Duran's contributions to self-improvement, to the unit, and to the community are examples for all to emulate. His leadership, professionalism, and caring attitude are above reproach and distinguish him above all others.</p>
<p>MSgt Gregory R. Matthews</p>		<p><b>NEXRAD Radar Operations Center-Norman</b> Master Sergeant Gregory Matthews, USAF is recognized for his superior performance as Radar Support Database Manager in the Program Branch of the National Weather Service, Radar Operations Center (ROC) in Norman, OK. On his own initiative, MSgt Matthews has undertaken several tasks to modernize existing databases critical to the NEXRAD weather radar support mission of the ROC, and has automated administrative processes which are fundamental to the effective operation of the ROC. His efforts have resulted in a marked improvement in the overall effectiveness of the ROC organization by providing vastly superior administrative tools, supporting the configuration management, logistic support, and technical support functions, which have become the hallmarks of the ROC's radar system life-cycle support mission.</p>
<p>A1C Remeek V. Wheeler</p>		<p><b>32<sup>nd</sup> Combat Communications Squadron</b> Airman First Class Remeek Wheeler distinguished himself through sustained excellence as the #1 of the 93 Airmen at the 32<sup>nd</sup> Combat Communications Squadron, 3<sup>rd</sup> Combat Communications Group, Tinker AFB, OK. In 2003, he deployed for 219 to two bare base installations. Airman Wheeler's first deployment of 2003 was to Jordan where he established and sustained communications to 3,200 U.S. and coalition warfighters. Here he also installed and maintained secure command and control circuits for frontline Patriot anti-missile sites. As lead voice technician, he deployed a second time to support air operations in Baghdad, Iraq. Airman Wheeler is a community role model, serving over 70 hours as church junior deacon and leading weekly Bible studies. While deployed, he spent off duty time installing telephones and computers used by deployed troops to contact family members and boost morale. The distinctive accomplishments of Airman Wheeler reflect credit upon himself and the United States Air Force.</p>



**And the winner is: Loretta Y. Hill of the 97<sup>th</sup> Air Mobility Wing-Altus AFB**

Ms. Loretta Hill has displayed exemplary performance in support of the 97<sup>th</sup> Mission Support Group Commander. Ms Hill's superior knowledge of administrative procedures enabled the front office to run like a fine Swiss watch. Responsible to a multi-layered organization with seven subordinate squadrons differing in mission, relationship and requirements, she ably controlled the flow of thousands of staff packages, documents, and miscellaneous correspondence; coordinated multiple command and control checklists, 700+pages, to help prepare a deployed commander for war; and cut 70% of the time necessary to prepare the command post to support Operation IRAQI FREEDOM. An integral part of military and civilian recognition programs, she monitored nomination packages for content ensuring all were submitted in a timely manner. She has conducted numerous training sessions to ensure all are effectively trained in administrative practices and policies. A leader in the community too, Ms. Hill regularly co-chairs the newly formed Protestant Women of the Chapel group and Bible studies, volunteers for the Altus library and supports the Police Dept. scholarship fund.

**In the category of Technical, Professional, and Administrative, GS-8 and below:**

Erin A. Foster



**NEXRAD Radar Operations Center-Norman**

Ms. Erin A. Foster is recognized for excellence as the Program Support Assistant in the Program Branch of the National Weather Service Radar Operations Center. Recently, Ms. Foster was tasked with the special project of managing a major remodeling project. This complex project entailed very careful planning and coordination with representatives from GSA leasing, the landlord, the landlord's contractors, a government moving contractor, GSA Security, and the ROC management. This project was of a major undertaking and was long overdue as many of the areas in the facility still had their twenty plus year old paint and carpet. During the entire project, Erin kept everything under control and always kept the project moving ahead. As a result of her meticulous planning and management of the project, the employees lost very minimal productive time. Moreover, the ROC South staff now has an updated, more cheerful, and safer workplace.

Cynthia L. Hagood



**VA Medical Center**

Ms. Hagood mediates workplace and family disputes through Early Settlement North. The Oklahoma Supreme Court honored Ms. Hagood last summer as North Oklahoma's top mediator. She was recognized in this capacity for the outstanding job she does (as a volunteer) in providing Oklahoman's with a fair, effective, and inexpensive way of coming to resolution when differences arise between parties. Ms. Hagood recently completed a beginners sign language class; this has been a goal of hers for some time. She feels this will allow her to communicate with the hearing impaired and allow her to broaden her volunteer activities. Ms. Hagood is a Computer Assistant at the Department of Veterans Affairs Medical Center in Oklahoma City, in the Information Management Department. She receives all telephone calls and electronic calls for support; she handles approximately 350 calls per week. She is an excellent listener, with special skills in interacting with computer users of varying technical expertise. She is comfortable suggesting improvements in processes based on the feedback she receives from customers. She has put in place new procedures, which have improved the process of submitting equipment requests and check out of mobile equipment (e.g. laptop computers). Ms. Hagood continuously strives to learn and apply her knowledge to our mission of caring for America's Heroes.

<p>Jennifer Neeland</p>		<p><b>Social Security Administration-Moore</b>                  Jennifer Neeland is proudly nominated for recognition as an Outstanding Federal Employee of the Year. Jennifer has been an employee with SSA since September 2002. Her eagerness to learn and ability to research make her a “go to person” in the unit. She is meticulous and has a wonderful ability to organize for optimal work capacity. Every employee in her unit has asked her to organize their desks and e-mail. Better organization has lead to a positive and productive outcome. She has established easy to follow workflows and has shared this with the unit. She gives training on a variety of subjects and continues to be a great resource for those around her. She readily volunteers to go to INS and OU to assist others in completing Social Security card applications. Jennifer readily takes on additional work and is a tremendous asset to our agency.</p>
<p>Edward Pruett</p>		<p><b>VA Medical Center-Muskogee</b>                  Ed Pruett is an integral part of the day-to-day operation of the Business Office at the Muskogee VA Medical Center. As a voucher examiner, he is responsible for assisting veterans who receive health care services in the private sector. As such, he is in charge of obligating \$3.2 million dollars in five fund control points. Part of his job is working one-on-one with veterans who inquire about their medical claim. Mr. Pruett goes the extra step to ensure patient satisfaction by taking the time to explain the rules and regulations that are sometimes difficult for patients to understand. It is evident that this retired Navy veteran is committed to VA, the medical center and the veterans it serves.</p>
<p>Daren S. Yahola</p>		<p><b>VA Regional Office-Muskogee</b>                  Darren is an outstanding individual who supports many teams in the Veterans Service Center. He always approaches each request with a great attitude and a willingness to help. You will always find Darren going above and beyond in everything he does. His is known in the Service Center as someone you can count on to “get the job done”. Darren is truly an example of an individual who is committed to providing excellent service to others. Darren is only a part time member of our team, but he gives each of us full time service every day! He is responsible for delivering files, matching mail, and special searches. He carries out these duties for 5 of the 11 teams in the Veterans Service Center. This amounts to answering requests from approximately 40 employees. We are proud to nominate Darren Yahola.</p>
		<p><b><i>And the winner is: Rick Wild of Aviation System Standards, FAA</i></b>                  Rick has been the technical focal point on many projects including removal of crash position indicator for USAF T-43 aircraft and replacement with modern ELT; redesign of cargo floor for National Oceanic and Atmospheric Administration Cessna Citation enabling mounting various scientific racks quickly and safely; redesign of forward bulkhead and technician console in FAA Flight Inspection (FI) Beech King Air aircraft; bonded metal patches for corrosion repair on FAA FI Hawker wing skins. Rick is a registered professional engineer with the State of Oklahoma. His experience, creativity, and technical expertise are invaluable; he attacks all tasks with enthusiasm and always manages to develop elegant, practical solutions. He holds a Multi-Engine Commercial Pilot License and A&amp;P Mechanic certificate. His timely, accurate responses to problems help keep the FAA FI fleet flying. Rick is also a Cub Master and Boy Scout leader who actively teaches and instructs various activities and is a certified climbing instructor.</p>

**In the category of Technical, Professional, and Administrative,  
GS-9 and above-DOD:**

<p>CPT Robin Michele Cavanaugh</p>		<p><b>Oklahoma Air National Guard-Tulsa</b>          Captain Cavanaugh readily accepts responsibility and carries out tasks in a mature and efficient manner. She possesses the keen ability to communicate effectively with both her peers and subordinates alike. Captain Cavanaugh displays strength in judgment and organization by continually evaluating all situations and making the correct decision to provide the best possible support to the mission of the Fighter Wing. She is focused and energized and does whatever is necessary to continually improve her performance. Her superior job knowledge and "team player" personality make her a natural leader, one who is sought out to handle tough assignments. She consistently volunteers to take on additional responsibilities to ensure the success of the Wing. She is a truly self-motivated employee who constantly strives to improve processes and procedures. Her "can do" attitude personifies to me I can always count on her to give 110%.</p>
<p>1Lt Ronald G. Fehlen</p>		<p><b>NEXRAD Radar Operations Center-Norman</b>          Lieutenant Ronald G. Fehlen is recognized for excellence as the Engineering Branch Radar Section Chief in the jointly operated Radar Operations Center. In the past year, 1Lt Fehlen has managed or personally implemented several significant cost avoidance initiatives while performing his normal chief duties. Examples of cost avoidance initiatives are: \$6M one time cost and \$250K annual cost avoidance by careful analysis on future use of radar clutter filter techniques; \$10M cost avoidance by adding 20 years to the life of radar transmitters; new radar klystron alignment procedure that increases life by 50% at an annual cost avoidance of \$250K and a radar trigger amplifier redesign that provides an annual cost avoidance of \$200K. At the same time, 1Lt Fehlen made significant contributions that shortened the time for several new, life-saving radar improvements to be available for weather forecasters and air traffic controllers.</p>
<p>Mary S. Loveless</p>		<p><b>71<sup>st</sup> Communications Squadron-Vance AFB</b>          Mrs. Mary S. Loveless is a Telecommunications Specialist assigned to the 71<sup>st</sup> Communications Squadron, 71<sup>st</sup> Mission Support Group, 71<sup>st</sup> Flying Training Wing, Vance Air Force Base, Oklahoma. Mrs. Loveless was lead project manager for over 40 communication systems projects, valued at over 50 million dollars. She expertly managed the installation of a new Voice Switch system, the implementation of a high-speed Secret Internet Protocol Network system and the installation of an upgraded Land Mobile Radio system, just to name a few. Her professionalism and dedication were evident when she spearheaded the drive to combine all communications infrastructure drawings with all civil engineering infrastructure drawings. This monumental task was handled with poise and the product generated by this undertaking has been benchmarked as the standard for all Air Education and Training Command bases. Furthermore, Mrs. Loveless' outstanding efforts were instrumental in the wing earning and "Excellent" rating during the 2003 Air Education and Training Command Operational Readiness Inspection.</p>
<p>Kathleen K. Marshall</p>		<p><b>97<sup>th</sup> Air Mobility Wing-Altus AFB</b>          Ms. Kathy Marshall has displayed exemplary performance as the Resource Advisor to the 97<sup>th</sup> Mission Support Group Commander. A consummate professional, she is the Group's single point of contact when it comes to financial matters. With an eagle's eye, she monitored the flawless execution of \$17.4 million in financial plans, overseeing the precise expenditure of funds in seven diverse squadrons. With wing-wide impact, she is a key member of the end-of-year "wring-out" committee, reprogramming excess dollars to higher priority and unfunded needs. A meticulous analyst, she completed an extensive review of the mid-year financial data with the aim to "balance the account". She developed a 3-tier assessment system redistributing \$389,000 among the squadrons to meet mission needs. Moving beyond her assigned duties, she developed and maintained 28 dashboard indicators that provide the commander with a comprehensive snapshot of mission capabilities and readiness.</p>

<p>Martin B. Schiel</p>		<p><b>Defense Information Systems Agency</b>          Mr. Schiel researched, recommended, and implemented the Student Temporary Employment Program (STEP) to replace contract tape librarians in the Systems Management Center Operations Division at Defense Information Systems Agency (DISA) Oklahoma City. Hiring STEP employees saved \$248,000 annually versus contractors and auditioned new talent for permanent federal careers after graduation from college. In addition, he adapted the guidelines for implementing Operational Support Teams to avoid hiring 30 additional employees, saving \$330,000 annually versus hiring contractors and providing a new career path for civilian employees who were retrained to become system administrators and database administrators. He introduced sound business concepts that Headquarters DISA adopted corporate-wide. These included activity-based costing, templates for plain-English proposals, service-level agreements, statements of work, and cost-benefit analyses for leasing versus purchasing computer hardware, all of which resulted in more accurate costing to each of DISA's customers.</p>
<p>Shirley J. Taylor</p>		<p><b>Defense Logistics Agency</b>          Shirley's experience in receiving, storage, woodworking, packing, shipping, and inventory have contributed to the general population's opinion that she is one of the most valuable employees the Depot has. She is the team leader for a Team Incentive Program that has been created and is in work at this time. This program has been spearheaded by Shirley and will allow each and every person to be rewarded for a job well done. She was tasked to work on the Commander's handbook and web page and completed the job in a most expeditious manner. Shirley serves as on-site liaison for movement of materials, both current and archived. She writes and researches data for Standard Operating Procedures. Shirley interfaces with the civilian and military customer for ensured customer satisfaction. She is also a great negotiator when opinions don't agree and a friendly, workable solution is found through her guidance and expertise.</p>
<p>Norman F. Whitson</p>		<p><b>30<sup>th</sup> Field Artillery Regiment-Fort Sill</b>          Mr. Norman F. Whitson, Training Specialist, US Army Field Artillery School, Fort Sill, ensures quality safety training for thousands of American soldiers and Marines annually. Additionally, he is seen as the technical expert in his field, often providing distance support to troops stateside as well as those deployed around the world. By monitoring and updating training doctrine, he provides the awareness and technical competence needed to maximize safe operations. Mr. Whitson has been an outstanding Department of Defense federal employee for the past 20 years. He has contributed greatly to the success of his parent unit, 3<sup>rd</sup> Battalion, 30<sup>th</sup> Field Artillery Regiment, and the field artillery community as a whole. Mr. Whitson also serves his community through many volunteer agencies. His charitable manner and professional competence demonstrate his willingness to serve his nation, his army, and his community to the utmost.</p>
<p>Barbara Winton</p>		<p><b>38<sup>th</sup> Engineering Installation Group</b>          Ms. Barbara Winton distinguished herself as an outstanding specialized telecommunications contracting officer supporting Air Force-wide command and control systems. As a Business Advisor to the worldwide customers of the 38<sup>th</sup> Engineering Installation Group, she consistently exercises sound business judgment as she supports the major commands throughout the Air Force and especially program directors from the Electronics Systems Center, Hanscom Air Force Base, Massachusetts. Numerous accolades are received from higher headquarters and contractors alike about her exemplary, professional performance. Her commitment, unparalleled contracting knowledge, innovative ideas, and "can do" attitude significantly contributed to the continued success of the Contracting Division and the 38<sup>th</sup> Engineering Installation Group.</p>



**And the winner is: SSgt Aaron V. Botts of the 32<sup>nd</sup> Combat Communications Squadron**

SSgt Aaron Botts distinguished himself through sustained excellence as the #1 of 43 Noncommissioned Officers at the 32<sup>nd</sup> Combat Communications Squadron, 3<sup>rd</sup> Combat Communications Group, Tinker AFB, OK. In the past year, he has deployed 104 days as a member of the first US Air Force air traffic control team in Baghdad International Airport during Operation Iraqi Freedom. There he stood up the first radar approach control in Iraq providing airbase defense and flight safety. He quickly responded to an emergency call from an F-16 pilot suffering mechanical failure in hostile airspace and provided radar contact along with initiating search and rescue procedures. In the community, SSgt Botts has volunteered time to assist the local Disabled American Veterans chapter and is active in the Tinker Air Force Sergeant's Association. The distinctive accomplishments of SSgt Botts reflect upon himself and the United States Air Force.

**In the category of Technical, Professional, and Administrative, GS-9 and above:**

<p>Valdrie L. Buford</p>		<p><b>Mike Monroney Aeronautical Center</b>                  Valdrie Buford demonstrates a professional work ethic that sets him apart from his peers. He uses his diverse skills, abilities, and knowledge to exceed the agency goals and missions. Mr. Buford spearheaded multiple training programs for the FAA Academy training department. Many of the programs included the ARTS Color Display Maintenance Course for Automated Radar Terminal Control technicians, the ARTS Radar Gateway Maintenance Course, and the ARTS IIIIE PowerPC Maintenance Course. All the programs were highly visible and politically charged subsystems of the National Airspace System (NAS). Mr. Buford's innovative approach to training led him to personally develop training references on compact disk that would later be nationally used by NAS technicians. Mr. Buford continues to look for new and innovative ways to improve the overall success of the FAA Academy. Valdrie Buford's accomplishments and unparalleled contributions to the FAA Academy have been noted in all areas of technical training. For his dedication and unselfishness to place the goals and objectives of the FAA Academy first, he is truly worthy of the FEB award.</p>
<p>Clinton 'Butch' Coward</p>		<p><b>VA Medical Center-Muskogee</b>                  Clinton "Butch" Coward is the Outpatient/Inpatient Clinic Coordinator for the Spinal Cord Injury/Dysfunction Program at the Muskogee VA Medical Center. His commitment to the program has been instrumental in its success at MVAMC, contributing to the excellent care provided to veterans, as well as coordinating and implementing methods that benefit veterans and the medical center. Mr. Coward's proper identification of SCI/D patients has resulted in an increase of monetary resources from \$357,000 in 1999 to \$4.9 million in 2003. His understanding of proper patient identification, program evaluation and effectiveness, patient advocacy and policy implementation has made the SCI/D program at Muskogee VAMC one of the most efficient in the nation. Mr. Coward is truly an asset to the medical center, veterans and the community to which he serves.</p>
<p>Janette P. Crow</p>		<p><b>Social Security Administration</b>                  As a Claims Representative with Social Security Administration in Oklahoma City, Ms. Janette Crow provides direct customer service to customers of the Social Security Administration. She demonstrates an unwavering commitment to superior customer service, working everyday with the public to determine entitlement for retirement, survivor, disability and health insurance benefits. As possibly the only representative of the federal government that many people will ever talk with, Ms. Crow presents a very positive image of federal employees at work. Further, because she takes the time to make sure her customers understand their obligations to report changes, the administrative dollars saved and avoidance of misspent benefits dollars are significant. She is exceptional in each area of her job and her activities make her invaluable to the community she lives in as well.</p>

<p>Magda Mashburn</p>		<p><b>Social Security Administration-Moore</b>                  Magda Mashburn is proudly nominated for recognition as an Outstanding Federal Employee of the Year. She has been an employee with SSA since March 1974. Her expertise and willingness to help others are reasons why she has been selected to serve detail as a Technical Expert on more than one occasion. Whether or not she is on a detail, she is always available to help. She is an invaluable resource of information. She has received commendations from customers praising her for the excellent service she provides. Above her normal duties, she serves as translator in Dutch, French, German, and Flemish. She is conscientious and processes her claims timely. Magda is a very compassionate person. She proudly shares letters from a young boy she sponsors through Catholic Charities who lives in Bolivia.</p>
<p>Vicki Randall</p>		<p><b>VA Medical Center-OKC</b>                  Vicki Randall's impact at the Oklahoma City VA Medical Center ranges from employee training to event coordination and from customer service to leadership succession planning. As Chair of the Education Council, she has overseen a marked increase in the amount of funding devoted to employee education, the number of conferences sponsored, and the number of employees who get training. She created an employee education needs assessment that has become a model for our network, and she now chairs the South Central VA Health Care Network Employee Education Subcommittee. In 2002, she led our Combined Federal Campaign to a record for giving that has not been surpassed. She has spent countless hours making arrangements for clinical conferences, for our VAMC's 50<sup>th</sup> Anniversary celebration, for the 2003 National Veterans Creative Arts Festival, and for many other events. She is universally esteemed by those around her for her enthusiasm, creativity, dedication, and leadership.</p>
<p>Walter David Zittel</p>		<p><b>NEXRAD Radar Operations Center-Norman</b>                  Mr. Walter David Zittel is a meteorologist programmer in the Applications Branch of the Radar Operations Center (ROC) located in Norman, OK. In his scientific role, Mr. Zittel improves meteorological algorithms, products, and data quality for the nation's network of WSR-88D radars. He also validates new meteorological algorithms, optimizes adaptable parameters of existing science, and serves as a liaison with operational forecasters. Over the past year, Mr. Zittel has been involved with the implementation of three algorithms. He saved the government one staff year by implementing and testing over 10,000 lines of programming code. His diligence led to all project schedules being executed on or before schedule despite staffing shortages and frequent changes in the personnel working on the various algorithms.</p>
		<p><b><i>And the winner is: Linda K. Mackey of the VA Regional Office-Muskogee</i></b>                  Linda is a senior in the Education Customer Service Section (CSS). She has worked for the Department of Veterans Affairs for 23 years. She is an outstanding employee who cares deeply for veterans and always goes the extra mile. She is dependable, caring, and possesses a dynamic personality and positive attitude. Linda wants our veterans to receive any and all benefits to which they are entitled. She does not take "shortcuts" and looks for any possibility that a decision or determination is flawed before she informs a veteran or beneficiary that they are not entitled to a benefit they have requested. The Regional office receives correspondence from veterans and their representatives applauding the Linda's efforts and compassion. Linda is a dynamic individual who encompasses all that is noble and best in federal employees. She is dedicated to those she serves, including other employees of the Regional office. She treats her co-workers and veterans with dignity and respect. Her associates consider her a role model and a true friend.</p>

## In the category of Trades and Crafts-DOD:

<p>Roberta A. Campbell</p>		<p><b>Defense Logistics Agency</b>                  Roberta's leadership within the Branch has emphasized and enforced the fact that mission goals are a priority to her and the employees that work with her. She recently returned from a 6-month volunteer TDY to Bahrain that was accomplished in support of the war fighter. While there, she and the team she led out produced all previously assigned teams. Since she took the reins as a Work Leader in her assigned unit, production has increased by 50 percent. Roberta's theory is that she will not ask any peer to do something she won't do and in fact, she works right along side them. The unit goals are either being met or exceeded under her leadership. She consistently works overtime to oversee and equal the production of her co-workers. Roberta volunteers for fundraisers endorsed by the Depot and takes charge of projects needing supervision. She implemented upward storage rack installation to utilize all space for customer usage. Roberta's dedication in getting her personnel trained into multi-skilled employees for future hire ability is foremost in her mind.</p>
<p>David H. Ishihara</p>		<p><b>Oklahoma City Air Logistics Center</b>                  Mr. Ishihara is nominated for the Federal Employee of the Year in the Trades and Craft category. After only one year, he has been Production Acceptance Certification certified in three phases of the TF33 Compressor Rotor Overhaul process. Mr. Ishihara has been instrumental in the production of the TF33 Compressor Rotors that help support Two Level Maintenance Engine Program. His ability to adapt to any situation, communicate clearly, his eagerness to learn, strong work ethic and drive to contribute are to be commended. Mr. Ishihara has proven to be an example for all to follow and a valuable asset to the Tinker Team.</p>
<p>Rebecca Louise Streeter</p>		<p><b>97<sup>th</sup> Air Mobility Wing-Altus AFB</b>                  Ms. Rebecca Louise Streeter is assigned to the 97<sup>th</sup> Air Mobility Wing, Tanker Division/Tool Storage Facility, Altus Air Force Base. Primary duties include Tool and Part issue to the KC-135 aircraft mechanics. Ms. Streeter has risen above the norm and excels in excels in any additional duties. She has taken a completely broken Bench Stock system and totally rebuilt it from the ground up in the shortest time possible. Her dedication and relentless efforts achieved an "outstanding" rating with high remarks from inspectors during a recent Air Education and Training Command Operational Readiness Inspection. The inspectors said, "I've never seen an account so close to perfect," which garnered her an honorable mention during the Inspection out brief, in which the base received an overall "excellent" rating. Her leadership abilities are above reproach. She is the "go to" person when someone is needed to perform extra duties or to assist others in their duties.</p>
	<p><b><i>The winner is: A1C Antonio Torres of the 32<sup>nd</sup> Combat Communications Squadron</i></b>                  Airman First Class Antonio Torres distinguished himself through sustained excellence as the #1 of 10 Airmen in his AFSC at the 32<sup>nd</sup> Combat Communications Squadron, 3<sup>rd</sup> Combat Communications Group, Tinker Air Force Base, OK. He deployed to two base locations in Jordan and Iraq during 2003 for a total of 204 days. A1C Torres performed multiple equipment modifications to interface with foreign power grids. Short on supplies, he fabricated pieces for an oil pump and a pair of jumper cables for a critical vehicle. At Tinker, he trained the squadron on generator operation and volunteered to lead them during physical exercise. A1C Torres was also handpicked as key member of 3<sup>rd</sup> Combat Communications Readiness School's Elite Aggressor Force. He is an active member of the Color Guard Team and volunteers for both military and community ceremonies. The distinctive accomplishments of Airman Torres reflect credit upon himself and the United States Air Force.</p>	

## In the category of Trades and Crafts:

Kevin L. Lovitt



### VA Medical Center-OKC

Kevin goes beyond what is expected of him as a Pipefitter. He volunteers to assist other shops such as to drive the patient transport van when other drivers are not available and assist the AC shop in filter replacements since there is a vacancy in the AC shop for the filter replacement mechanic. He frequently assists craftsmen in other shops when time permits. He assists in laundry equipment maintenance and repairs, both during normal working hours and on scheduled overtime or emergency call back requests. Kevin is highly dependable and can be relied upon to complete assigned jobs and complete work orders in a timely manner. He continually makes a positive impact on the operations he is involved in. Kevin is a volunteer at his church. He participates in a neighborhood home renovation program. He volunteers for the Sooner Standown Program every year.



### *The winner is: Wade Sallee of the VA Medical Center-Muskogee*

Wade Sallee is a carpenter and locksmith in Facilities Management Service at the Muskogee VA Medical Center. He repairs and maintains building and ground structures, installs and repairs building furnishings, constructs/alters building and ground structures, and installs and maintains locks for hardware systems. He is a dedicated professional who strives for perfection in all endeavors. In all assignments, he demonstrates sound, mature judgment and flexibility

His knowledge and skill as a carpenter saves the medical center hundreds of dollars in construction costs every year, as well as creates a secure and safe environment for the staff, patients and visitors of the hospital. He is considered a team player for his willingness to complete any job asked of him and is a tremendous asset to the medical center and VA.

## American Society of Public Administration:

### Stanley Hupfeld

Stanley F. Hupfeld is the president and CEO of INTEGRIS Health in Oklahoma City, a nonprofit health care system with 14 hospitals around the state. Mr. Hupfeld has achieved a distinguished 35-year record of service in health care administration. He is a native of Dallas, Texas, with an undergraduate degree in History from the University of Texas in Austin, and a Master of Science degree in Healthcare Administration from Trinity University. He came to Oklahoma in 1987 when he was appointed president and CEO of Baptist Medical Center of Oklahoma, which eventually merged to become part of INTEGRIS Health under his leadership.

The mission of INTEGRIS Health is to improve the health of people and communities they serve. Annually, they have an estimated 61,000 inpatient encounters, 5,337 births, 141,975 room visits, 704,458 outpatient visits, and more than 11,000 outpatient surgical procedures. Mr. Hupfeld leads more than 9,500 physicians and health care professionals in Oklahoma.

Under Mr. Hupfeld's direction and guidance, INTEGRIS facilities have won numerous awards. INTEGRIS Baptist was named a recipient of the Consumer Choice and Quality Leader Awards by the National Research Corporation, and was ranked as a top 100 cardiovascular hospital by HCIA, Inc., a leading health care information company. In 2002, INTEGRIS Baptist was rated the best cardiovascular hospital in Oklahoma, with outcomes ranking well above many highly respected hospital systems in the nation. INTEGRIS Health received the Foster McGaw Award for outstanding achievements in community service, and was ranked 66<sup>th</sup> in the nation among the top 100 integrated health systems by *Modern Healthcare*. Under the quality leadership of Mr. Hupfeld, INTEGRIS has also won the Oklahoma Quality Award, the Medicare Quality Award, the Cheers Award from the Institute for Safe Medication Practices, the VHA Leadership awards for improving community health and clinical effectiveness, the American Hospital Association's Nova Award, and was named one of *Working Mothers* magazine's 100 best places to work in the nation. Mr.

Hupfeld has long been committed to improving the quality and accessibility of health care in Oklahoma. In 1993, he challenged the INTEGRIS Board of Directors to establish the Baptist Community Clinic, whose focus is on free primary health care and prescription refills for those who can not afford these services. The clinic has served nearly 100,000 visitors since it opened its doors. Mr. Hupfeld has also led the legislative fight to provide better health care coverage for the uninsured and underinsured in Oklahoma through INTEGRIS' health care advocacy program.



Finally, he serves as co-chair of the Coalition to Protect America's Health Care, and as chairman of the Regional Policy Board (#7) and member of the national board for the American Hospital Association.

In 1998, Mr. Hupfeld engaged the INTEGRIS Board of Directors and encouraged them to consider stepping outside of their traditional role and help a local school in need. At Western Village Elementary student performance was at an all time low, and was in jeopardy of being closed by the state. However, after becoming a charter school operated entirely by INTEGRIS Health, test scores and attendance increased, while discipline referrals dropped from 550 to 40 annually. Mr. Hupfeld and his senior management team spend one hour each week serving as mentors to students at Western Village. The school's principal, Peggy Brinson, said that "oftentimes those who make contributions to schools do so through monetary means, but are not visibly involved in the day-to-day intricacies of educating children." She states that Mr. Hupfeld can be seen working with students to improve their academic performance, as well as engaging them in a game of basketball.

In addition to working with groups such as the Oklahoma Fit Kids Coalition, the United Way of Central Oklahoma and the Oklahoma City Chamber of Commerce, Mr. Hupfeld's dedication to the community and the state are illustrated by his direction and involvement in programs ranging from educating high school girls about issues of responsibility and adulthood to a gang intervention program that offers internships and scholarships to participants.

It is Mr. Hupfeld's strong leadership and dedication to public service and the citizens of Oklahoma that make him ASPA Oklahoma's 2004 Administrator of the Year.



Dee Faircloth Porter is the General Administrator for the Oklahoma Corporation Commission. She has an extensive record of 33 years of award-winning service to both the community and workplace, with experience in the nonprofit, public and private sectors. She earned a B.A. and graduated with honors in 1989 from the University of Oklahoma, and is currently pursuing an M.B.A. from Oklahoma City University. She has served as Deputy Director and Program Coordinator of Community Health Centers, Inc., Executive Director of the AIDS Support Program, the Deputy Director and Clinic Administrator at the Oklahoma City Indian Clinic, and the Deputy Director and Chief Operations Officer at the Oklahoma Department of Rehabilitation Services.

During her time at the Department of Rehabilitation Services (DRS), Ms. Porter led the agency in developing a strategic plan based on the Balanced Scorecard approach. She worked extensively with senior management staff to develop division plans and performance measures, and linked the Balanced Scorecard to individual employee's Performance Management Process. Through the efforts of Ms. Porter, DRS attained the only "excellent" rating given by the Office of State Finance and Legislative Fiscal Staff on the Strategic Plan Report Card for FY 2004-FY 2008, with a total score of 218 out of 222 possible points.

## Dee Porter

While at DRS, Ms. Porter also established a Tribal Liaison program that is recognized as the national model, and as a result services to Native Americans increased by 400%. Further, she developed a leadership program for senior management based on the Malcolm Baldrige Award criteria and promoted good hiring practices and a structured interview process to hire quality employees. Finally, Ms. Porter established an Employee Action Team responsible for facilitating communication throughout the agency and gaining input from employees. Her efforts have resulted in enhanced performance and service delivery. For example, the Vocational Rehabilitation and Visual Services divisions of DRS are now ranked among the top ten programs nationally compared to a previous ranking of 42 and 47, respectively. In addition, DRS received two Oklahoma Quality Awards during her tenure as Deputy Director. Ms. Porter has served as General Administrator for the Oklahoma Corporation Commission since October 2003. In this short time, she has already established an Employee Action Team, began to develop a Balanced Scorecard, and established an employee bulletin board. She has also made a very positive impression on her colleagues. The Commission Vice-Chair, Bob Anthony, said, "We are indeed fortunate to be able to bring on board a person of such caliber." Ms. Porter's Aide, Pat Neff, stated, "I consider her one of the best supervisors and administrators I have known in my 33 years of state employment. She holds herself to high standards and inspires others to do the same."

A few examples of Ms. Porter's many awards and achievements include the DRS Director's Award of Excellence (2003), the Consortia of Administrators for Native American Rehabilitation National Award (2000 and 2002), and the Central Oklahoma American Indian Health Council Award (1995 and 1996). In 1998, she was the keynote speaker for the Cultural Diversity Conference at Bacone College. *Ms. Porter's commitment to the community and the state is illustrated by her work with over 30 nonprofit and community service organizations representing a broad range of community needs, including the following: the Oklahoma Academy for State Goals, Leadership Development Committee; the Susan G. Komen Foundation; the Ronald McDonald House; the Central Oklahoma Health Care General Coalition; the Oklahoma Commission on Children and Youth; the Oklahoma State Department of Health Minority Health Advisory Commission; the Community Cancer Coalition; the OK-CARE Advisory Board and the Oklahoma AIDS Coalition; the Mayor's Committee on Concerns of the Needy; the Governor's Task Force on Homelessness; and the Central Oklahoma Association for the Deaf and Hearing Impaired.*

Due to Ms. Porter's impressive accomplishments and her dedication to public service, ASPA Oklahoma is proud to present her with the 2004 Distinguished Public Service Award.

## Many Thanks:



The Federal Executive Board also wishes to thank all the people who make our annual awards program possible!

- Federal Leaders who take the time to complete nominations on their high performing employees;
- The American Society of Public Administration who are willing to combine the awards programs so that we might learn of the accomplishments of other government leaders;
- The FAA Printshop whose work contributes to having a professional program of which each nominee can proudly display and keep as a memento;
- Blue Cross and Blue Shield who joins us in also recognizing our nominees; and
- GEHA and GEICO for providing continued financial support to ensure we continue to have quality awards to recognize our nominees and winners.

We can only hope that those who attended the awards program enjoyed the event as much as the FEB Staff enjoyed coordinating the ceremony.